



INFORMATION BULLETIN

New Hampshire Bureau of Emergency Communications

Who, What, Why and How - General 9-1-1 Information

June, 2001



Why should I call 9-1-1 in an emergency instead of '0' for operator?

When seconds count, you want to summon help as quickly as possible. The '0' Operator who receives your call may be located a great distance from you and will not know where the help is needed. Calling 9-1-1 will get help to you sooner than calling the Operator.

What's wrong with calling my local police or fire department?



In an emergency, it is easy to forget a long telephone number. When you dial 9-1-1, your name, address and telephone number are displayed at the 9-1-1 answering center. This assists in getting help to you as quickly as possible, even if you can't talk.

The Do's and Don'ts of 9-1-1

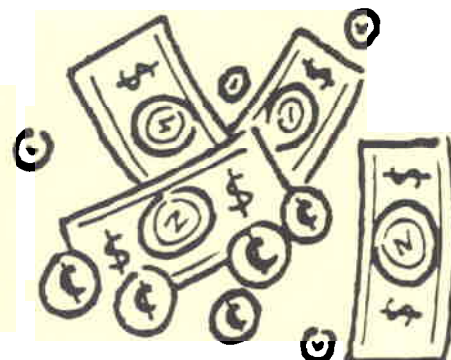
DO call 9-1-1 when immediate help is needed. This includes:

- ✓ Where is a threat to life or to prevent serious injury.
- ✓ Where there is a threat to property.
- ✓ When you see someone hurt.
- ✓ When you see a robbery or burglary in progress.
- ✓ When you see a stranger talking with children or acting suspiciously in your neighborhood.
- ✓ When you see a motor vehicle accident.
- ✓ When you see smoke or flames coming from a building.
- ✓ When you hear someone screaming for help.
- ✓ When you hear loud explosions or gunshots.

DO NOT call 9-1-1 for:

- X Nuisance complaints
- X Barking dogs
- X Cat in a tree
- X Abandoned automobiles
- X Directions
- X General business information
- X To speak with a police officer
- X To speak with a fireman

For answers to the above, dial your local police or fire departments directly on their seven-digit business number listed in your telephone book.



What does it cost to call 9-1-1 for help?

There is no cost to you when you call 9-1-1 from anywhere in New Hampshire and from any type of phone. The call is free from your home phone, from cellular phones and from pay phones.

New Hampshire's Enhanced 9-1-1 system is funded by a surcharge on your telephone bill. Every person who owns a telephone number, cellular or wired, pays a very modest monthly surcharge. For less than 50 cents a month, your family can rely on Enhanced 9-1-1 service 24 hours a day, seven days a week and 365 days a year.



In an emergency, dial 9-1-1.